



CITY OF LODI

COUNCIL COMMUNICATION

AGENDA TITLE: Service Agreement for Voice Processing System with OCTEL Communications Corporation.

MEETING DATE: March 17, 1993

PREPARED BY: Assistant City Manager

RECOMMENDED ACTION: That the Council consider approval of the Service Agreement with OCTEL Communications Corporation for the maintenance of the City's voice processing system.

BACKGROUND: The City's OCTEL voice processing system has been under a one year manufacturer's warranty and is now due for a maintenance agreement. OCTEL Communications Corporation has submitted a proposal in the amount of \$9,990 per year to maintain the City's system. Should the City elect to sign a four-year contract with OCTEL, the annual cost drops to \$8,510, a 10% savings. Although the City benefits from a four-year contract price, the City may terminate the contract with 30 days notice and will not be required to reimburse the 10% savings.

It is prudent that the City keep the voice processing system on a maintenance agreement because of the number of subscribers and voicemail applications on-line (i.e., Parks and Recreation, Police, Municipal Courts, ...). The County has agreed to pay their fair share of the cost which will be approximately \$453 per year.

Three other OCTEL certified vendors have been contacted for submittal of service agreement proposals. GTE and 3-D Communications have both stated that a four-hour response time required by the City is not feasible from their locations in Pleasanton and Novato. NEC is certified to service OCTEL systems, however, they will only service those systems which are integrated with an NEC PBX. The City's PBX is a Meridian Northern Telecomm which NEC will not service.

Having received negative or unenthusiastic responses from three other vendors, staff feels comfortable in making this recommendation.

FUNDING: General Fund

Jerry L. Glenn
Assistant City Manager

Prepared by Janet Keeter, Administrative Assistant to the City Manager

APPROVED

THOMAS A. PETERSON
City Manager



recycled paper